

CLAIMS

We claim:

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1 1. A systems integration method, comprising the steps of:

2 in a first phase, defining an engagement model which
3 will be used to address a market place requirement;

4 in a second phase, utilizing said engagement model to
5 create an engagement template which specifically
6 addresses client requirements within said market place;
7 and

8 in a third phase, measuring, monitoring and controlling
9 client engagements based upon said engagement model.

1 2. The systems integration method of claim 1, said first
2 phase further comprising the steps of:

3 enabling a generic engagement model for addressing said
4 market place requirements; and

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5 generating work product descriptions specified by said
6 engagement model.

1 3. The systems integration method of claim 2, said generic
2 engagement mode including definitions of best practices and
3 reusable assets.

1 4. The systems integration method of claim 2, said second
2 phase further including the steps of:

3 creating an engagement template personalized to a
4 specific client engagement from said engagement model;

5 creating attack, resource, and deployment plans for
6 said specific client engagement using said engagement
7 template.

1 5. The systems integration method of claim 4, said third
2 phase further including the step of:

3 cyclically redefining said engagement template while
4 deploying said work product descriptions and process

5 descriptions to said client engagement.

1 6. The systems integration method of claim 5, said third
2 phase further including the steps of:

3 monitoring performance of said client engagement; and
4 based upon said performance, allocating resources to
5 further attack said marketplace requirement.

1 7. A method for defining an engagement model, comprising
2 the steps of:

3 responsive to recognition of a market opportunity,
4 accessing a database of current engagement families to
5 identify an engagement family corresponding to said
6 market opportunity;

7 upon determining that a current engagement family does
8 not exist appropriate to said market opportunity,
9 developing a new engagement model including iteratively
10 defining and applying to said new engagement model
11 required process descriptions and work product.

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12 descriptions.

1 8. The method of claim 7, further comprising the step
2 responsive to determining that a current engagement family
3 does exist appropriate to said market opportunity, adapting
4 an existing engagement model to said market opportunity
5 including iteratively modifying and applying to said
6 existing engagement model required process descriptions and
7 work product descriptions.

1 9. A method for utilizing an engagement model, said
2 engagement model including work product descriptions and
3 process descriptions, comprising the steps of:

4 providing a database of said engagement models;

5 developing a definition of client requirements and an
6 attack hypothesis for addressing said client issues;

7 determining whether said database contains an
8 appropriate engagement model for addressing said client
9 issues, including defining a fit parameter;

10 responsive to said fit parameter, making a bid/no bid
11 decision;

12 responsive to a bid decision, creating from said
13 appropriate engagement model an engagement template.

1 10. The method of claim 9, said step for creating said
2 engagement template further including the steps of:

3 applying said appropriate engagement model to said
4 client requirements; and

5 adding, deleting and modifying work product
6 descriptions and process descriptions as required to
7 optimize said fit parameter.

1 11. The method of claim 10, further comprising the steps
2 of:

3 utilizing said engagement templates to define and
4 collect metrics across a plurality of engagement
5 models; and

6 responsive to said metrics, managing a family of said
7 engagement models, including adjusting market attack
8 plans and the allocation of constrained resources
9 responsive to the health of said family of engagement
10 models.

1 12. The method of claim 11, said metrics including risk
2 parameters, cost parameters, and customer satisfaction
3 parameters.

1 13. A system for providing integrated system solutions,
2 comprising:

3 a set of process descriptions;

4 a set of work product descriptions;

5 at least one engagement model collecting at least one
6 said process description and at least one said work
7 product description into a model for implementing a
8 typical project addressing a type of marketplace
9 requirement.

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1 14. The system of claim 13, further comprising:

2 at least one engagement family including a plurality of
3 said engagement models for addressing a family of
4 typical projects.

1 15. The system of claim 13, further comprising:

2 a plurality of work product descriptions organized into
3 a plurality of domains, each said domain being a
4 logical grouping of said work product descriptions.

1 16. The system of claim 15, said domains including an
2 application domain, an architecture domain, a business
3 domain, an engagement domain, an organization domain, and an
4 operations domain.

1 17. The system of claim 13, said work product descriptions
2 describing what to develop for a specific project and said
3 process description describing how to develop said specific
4 project.

3 investigation of current and desired situations with a
4 client' business.

23. The system of claim 16, said engagement domain
organizing work product descriptions relating to project
management and technical delivery for projects worldwide.

24. The system of claim 16, said organization domain
organizing work product descriptions relating to technology-
based business transformations using systematically defined
organization analysis and design and change management
practices.

1 25. The system of claim 16, said operations domain
2 organizing work product descriptions relating to the
3 execution and management of information technology services
4 and resources and to the protection of information
5 technology assets.

1 26. A program storage device readable by a machine,
2 tangibly embodying a program of instructions executable by a

3 machine to perform method steps for providing systems
4 integration, said method steps comprising:

5 in a first phase, defining an engagement model which
6 will be used to address a market place requirement;

7 in a second phase, utilizing said engagement model to
8 create an engagement template which specifically
9 addresses client requirements within said market place;
10 and

11 in a third phase, measuring, monitoring and controlling
12 client engagements based upon said engagement model.

1 27. A program storage device readable by a machine,
2 tangibly embodying a program of instructions executable by a
3 machine to perform method steps for defining and utilizing
4 an engagement model, said method steps comprising:

5 responsive to recognition of a market opportunity,
6 accessing a database of current engagement families to
7 identify an engagement family corresponding to said
8 market opportunity;


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9 upon determining that a current engagement family does
10 not exist appropriate to said market opportunity,
11 developing a new engagement model including iteratively
12 defining and applying to said new engagement model
13 required process descriptions and work product.
14 descriptions;

15 providing a database of said engagement models;

16 developing a definition of client requirements and an
17 attack hypothesis for addressing said client issues;

18  determining whether said database contains an
19 appropriate engagement model for addressing said client
20 issues, including defining a fit parameter;

21 responsive to said fit parameter, making a bid/no bid
22 decision; and

23 responsive to a bid decision, creating from said
24 appropriate engagement model an engagement template.

1 28. A computer program product or computer program element
2 configured to be operable responsive to a customer having

3 requirements for executing process steps for defining an
4 engagement model which will be used to address a market
5 place requirement, utilizing said engagement model to create
6 an engagement template which specifically addresses client
7 requirements within said market place, and measuring,
8 monitoring and controlling client engagements based upon
9 said engagement model.

1 29. An article of manufacture comprising:

2 a computer useable medium having computer readable program
3 code means embodied therein for providing systems
4 integration, the computer readable program means in said
5 article of manufacture comprising:

6 computer readable program code means for causing a
7 computer to effect providing a set of process
8 descriptions;

9 computer readable program code means for causing a
10 computer to effect providing a set of work product
11 descriptions;

12 computer readable program code means for causing a

13 computer to effect providing at least one engagement
14 model collecting at least one said process description
15 and at least one said work product description into a
16 model for implementing a typical project addressing a
17 type of marketplace requirement.

1 30. A computer program product or computer program element
2 configured to be operable responsive to a customer having
3 requirements for executing process steps for defining and
4 using an engagement model, said engagement model including
5 work product descriptions and process descriptions, said
6 process steps comprising:

7 providing a database of said engagement models;

8 developing a definition of client requirements and an
9 attack hypothesis for addressing said client issues;

10 determining whether said database contains an
11 appropriate engagement model for addressing said client
12 issues, including defining a fit parameter;

13 responsive to said fit parameter, making a bid/no bid
14 decision;

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15 responsive to a bid decision, creating from said
16 appropriate engagement model an engagement template;

17 applying said appropriate engagement model to said
18 client requirements;

19 adding, deleting and modifying work product
20 descriptions and process descriptions as required to
21 optimize said fit parameter;

22 utilizing said engagement templates to define and
23 collect metrics across a plurality of engagement
24 models; and

25 responsive to said metrics, managing a family of said
26 engagement models, including adjusting market attack
27 plans and the allocation of constrained resources
28 responsive to the health of said family of engagement
29 models.